

LOUISIANA STATE BOARD OF  
PRIVATE SECURITY EXAMINERS  
QUARTERLY BOARD MEETING

Taken on Thursday, March 16, 2017, before  
Kimberly L. Gibney, Certified Court Reporter, at  
the offices of Louisiana State Board Of Private  
Security Examiners, 15703 Old Hammond Highway,  
Baton Rouge, Louisiana.

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1 APPEARANCES :

2

3 BOARD MEMBERS :

4 FABIAN P. BLACHE, III, CAO

5 MARIAN H. PIERRE, CHAIRWOMAN

6 MISTY R. FINCHUM

7 RITCHIE RIVERS

8 MARK WILLIAMS

9 EDWARD ROBINSON, SR.

10 WILBERT SANDERS, JR.

11 MARIA LANDRY

12 HECTOR ECHEGOYEN

13

14 Also Present :

15 Wendy Aldridge

16 Adrienne Aucoin

17 Dalton McRight, CPA

18 Jeanette McRight, CPA

19

20

21

22

Reported by:

23

Kimberly L. Gibney, CCR

24

No. 2016010

25

1 (Commencing at 9:36 a.m.)

2 MS. PIERRE: Good morning. The  
3 meeting for the State Board Of Private Security  
4 is now in session.

5 MS. ALDRIDGE: We'll do roll  
6 call now.

7 MS. ALDRIDGE: Misty Finchum?

8 MS. FINCHUM: Here.

9 MS. ALDRIDGE: Durell Pellegrin?  
10 Ritchie Rivers?

11 MR. RIVERS: Here.

12 MS. ALDRIDGE: Mark Williams?

13 MR. WILLIAMS: Here.

14 MS. ALDRIDGE: Marian Pierre?

15 MS. PIERRE: Here.

16 MS. ALDRIDGE: Edward Robinson?

17 MR. ROBINSON: Here.

18 MS. ALDRIDGE: Wilbert Sanders?

19 MR. SANDERS: Here.

20 MS. ALDRIDGE: Maria Landry?

21 MS. LANDRY: Here.

22 MS. ALDRIDGE: Hector Echegoyen?

23 MR. ECHEGOYEN: Here.

24 MR. BLACHE: All right. Would  
25 everyone stand for the pledge, please.

1 (Pledge of Allegiance)

2 We'd like to have a moment of  
3 silence right now for those we've lost within  
4 the industry and within our own families.

5 Thank you.

6 Our next order of business is  
7 dedication.

8 Right at the time that I got  
9 hired by the board, I had the distinct pleasure  
10 of speaking on a couple of occasions with  
11 Mr. Frank Blackburn. And he was someone that my  
12 father knew very well, someone that this  
13 industry certainly knew extremely well and  
14 someone that served this industry for an  
15 extensive period of time.

16 And unfortunately, last year, we  
17 lost Mr. Blackburn. It really impacted me in a  
18 way that I didn't anticipate at the time  
19 because, one, I didn't realize how quickly he  
20 and I had bonded so well. I guess my numerous  
21 annoying phone calls to him at various times of  
22 the day were the catalyst for that.

23 But we felt it was fitting due  
24 to the extensive and dedicated service that  
25 Frank provided this agency that we do something

1 special for him. So I would like to read the  
2 following proclamation and present this to his  
3 family. And it reads accordingly:

4                   Whereas the honoree, having  
5 served the Department of Public Safety and this  
6 board with unvarnished distinction, while  
7 continually held in the highest regard and:

8                   Whereas the honoree, in his  
9 capacity of chief legal counsel to this board  
10 and in consideration of his superlative  
11 guidance, dedication, and service to the State,  
12 the Department, this board and the private  
13 security industry:

14                   Now, therefore, be it resolved  
15 that the board of directors posthumously  
16 recognizes and bestows upon Mr. Frank Blackburn,  
17 Esquire, the title and recognition of Chief  
18 Legal Counsel Emeritus.

19                   Do we have a motion?

20                   MS. PIERRE: I make a motion to  
21 accept.

22                   Mr. ROBINSON: I second.

23                   MR. WILLIAMS: I second.

24                   MR. BLACHE: All in favor?

25                   BOARD MEMBERS JOINTLY: Aye.

1 MS. PIERRE: Is the Blackburn  
2 family here?

3 MR. BLACHE: Yes. We have  
4 members of the family here.

5 Stephanie, if you would meet us  
6 on this side?

7 MS. PIERRE: I would like to say  
8 I've known Frank -- I knew Frank for quite a few  
9 years. And what he did and the contributions  
10 he's made to this board and this industry is  
11 paramount to where we are today.

12 He was -- I worked with him with  
13 the legislators. I found Frank to be a kind of  
14 person that we could joke a lot about a lot of  
15 things, but he was serious about what he did.

16 Without Frank, I don't think  
17 this industry would have come as far as it's  
18 come today. Frank was, I guess, our legal  
19 advisor, but he was also a friend. And I just  
20 want to thank the Blackburn family for sharing  
21 him with us for all those years. We really  
22 appreciate what he did, and we're going to miss  
23 him terribly.

24 I don't know if anybody else  
25 wants to say anything.

1 If not, Mr. Fabian, we'll move  
2 forward.

3 MR. BLACHE: Will you folks join  
4 me over here for a minute?

5 (Photographs taken.)

6 (Applaud.)

7 MS. PIERRE: Reading of the  
8 minutes from the previous meeting.

9 MS. LANDRY: I'd like to make a  
10 motion to waive the reading of the minutes.  
11 There are 111 pages.

12 MS. PIERRE: Right.

13 Mr. ECHEGOYEN: I second that.

14 MS. PIERRE: We move to adopt  
15 the minutes of the previous meeting.

16 We're going to have the  
17 financial report from Mr. Wright [sic] --  
18 Ms. Wright.

19 MS. McRIGHT: I'm Jeanette  
20 McRight. My husband's Dalton.

21 We've been working with Sharon,  
22 and Dalton specifically's been working real  
23 close with Sharon these last couple of months  
24 trying to get these together for y'all, and  
25 hopefully we can answer any question.

1                   So I'm going to turn it over to  
2 Dalton and let him do a little explanation. And  
3 then after that, questions we'll be more than  
4 happy to take.

5                   MR. McRIGHT: I think y'all have  
6 the copies of the financials as of February  
7 28th. Hopefully, the first thing y'all have is  
8 the balance sheet.

9                   The star at the top, it should  
10 say assets, and it should say cash.

11                   MS. McRIGHT: Did y'all find it?

12                   MS. PIERRE: Yeah.

13                   MR. McRIGHT: Okay. I'm sorry.

14                   Basically, on the balance sheet  
15 is a snapshot of the board's position as of the  
16 end of business on February 28th, 2017.

17                   The first item we're going to  
18 look at is the current assets. Y'all have --  
19 all your current assets are cash. You have up  
20 to \$1,014,000 in cash. Of that, 407,000 is  
21 operating account. The 606,000 is a money  
22 order -- in a money market that's money that's  
23 reserved to pay accrued post employment benefits  
24 of -- down at the bottom, further down about  
25 three-quarters of the way down the page you'll

1 see 587,000. Y'all have more than enough money  
2 in reserve to pay off all y'all post retirement  
3 benefits, which is extremely unusual in any  
4 agency right now.

5 So y'all, as far as assets and  
6 everything, y'all are in very good shape right  
7 now. The increases y'all did several years ago  
8 are really starting to show off now. And with  
9 the new things y'all are doing as far as  
10 controlling costs and everything, y'all are just  
11 able to really keep in real good shape as far as  
12 cash and being able to pay your bills and go  
13 through this flood without a whole lot of  
14 damages.

15 The flood really hurt a lot of  
16 people really bad because they just didn't have  
17 the money to do it and the insurance coverage  
18 wasn't enough. But in y'all's case, y'all came  
19 out okay on that.

20 So, basically, right now -- if  
21 you look down at the very bottom, you see the  
22 1,405,000 at the last item, the number right  
23 above it, 565,387, that would be -- like in an  
24 ordinary business, that would be your equity in  
25 the company. If y'all paid off everything and

1 all your liabilities and quit business today,  
2 you'd have an excess of 565,000. That's just  
3 a -- trying to do a comparison of what it does  
4 to a private business.

5 Now, the next thing should  
6 have -- should be an income statement for the  
7 eight months ending in February 28th. The first  
8 page will be the budgeting revenue. And what  
9 we've done, we've done the first column is a  
10 projected budget that we did back at the  
11 beginning of the year saying, okay, we're  
12 budgeting that y'all going to take in roughly  
13 929,500.

14 And then we have a budget that  
15 says y'all going to spend all 929,500 of that.

16 The middle column is the actual  
17 expenses as of February 28th. And that's  
18 everything you've expended to that time, and  
19 we've broken it down. And then the third column  
20 is the remaining budget, how much y'all -- of  
21 the original budget y'all have left to expend or  
22 receive in.

23 Look at the bottom line. We  
24 budgeted \$929,500 as revenues. So far for the  
25 eight months we've taken in 683,000. And we've

1 reject -- the uncollected budget is \$245,000  
2 more.

3 This is only significant because  
4 if you look at the page 3, our total  
5 expenditures, we budgeted 929,500. So far we've  
6 done 607,000. But of that budget, we had  
7 321,000 left to expend.

8 So if we stay true with that  
9 number we would be -- we would expend more than  
10 we took in for the year. But what we're finding  
11 is it's hard for the budget items in the revenue  
12 department and some of the items in the  
13 expenditure department were not in line -- we're  
14 finding that the expenditures are going to be  
15 down more. I think Fabian's going to cover this  
16 later on in the day in his representation, so  
17 I'm not going to get into a whole lot of detail  
18 on that, just that we think we're going to  
19 collect a lot more than what we originally  
20 budgeted, so we'll have to amend the budget at  
21 the next board meeting to take that into  
22 consideration.

23 A couple items I wanted to point  
24 out on the revenues, near the middle of the  
25 total revenues of 683,000, roughly 49 percent of

1 that comes from guard -- guard registration  
2 fees. So with that 49 percent and y'all's fines  
3 were roughly 18 percent, that makes up the  
4 majority of y'all's revenue. The rest of it is  
5 spread out between all the other items that  
6 y'all do, the company renewals, courses, the new  
7 guard with cards, just broken down with small  
8 amounts percentage-wise overall these different  
9 categories.

10 So, basically, this points out  
11 that y'all depend upon guards being renewed. As  
12 long as you keep the number of guards up, y'all  
13 should be able to operate without any problem  
14 there.

15 If we go over to page 2, and  
16 that's going to be -- the other thing I wanted  
17 to point out was y'all -- your fingerprinting  
18 income is roughly 45,000. That makes up about  
19 7 percent of the fees there.

20 We're going to be putting in  
21 some new things as far as fingerprints goes, but  
22 the board's fees should stay roughly the same on  
23 that. It shouldn't go down because of new  
24 procedures.

25 If we look over on the

1 expenditures, though. Of the total  
2 expenditures, we had \$607,000 for the eight  
3 months ended. 73.7 percent of that -- or 72.7  
4 percent of that goes to cover salaries,  
5 benefits, all the payroll costs. So that only  
6 leaves roughly 26 percent or so to cover -- to  
7 spend on other expenditures of the board. And  
8 we've broken those down into the different  
9 areas. You've got contracting services make up  
10 about 73,000. One of those items in there,  
11 although we show we're over budget on that, on  
12 those contractors' services, the biggest part on  
13 that is we didn't budget for the ImageTrend, and  
14 so that's not included in there.

15 We're really within range.  
16 We'll be amending the budget to take care of  
17 that at the next board meeting and put us back  
18 in line.

19 As far as all the other  
20 expenditures, they really run kind of low.  
21 Traveling/education makes up about 1.3 of the  
22 expenditures. Repairs and maintenance on the  
23 building made up about a half of a percent. All  
24 your other operating expenses made up roughly 6  
25 percent. The occupancy of the building, what it

1 costs as far as janitorial, lawn service, pest  
2 control, telephone, insurance, the risk  
3 management issues, all that makes up roughly  
4 4 percent. And then computers and updates or  
5 fixed assets are less than 1 percent.

6 For the storm damage we had,  
7 roughly 3 percent of your expenditures were for  
8 storm-related expenditures. Y'all had -- 17,560  
9 y'all had to spend that was not -- hadn't been  
10 recovered by insurance.

11 And so the basic line is right  
12 now at February 28th y'all were \$76,000 to the  
13 good. We expect that to hold steady toward June  
14 30th and that y'all really shouldn't need  
15 anything 'cause we're going to have the  
16 increased revenue coming in to take care of it.

17 I would be happy to answer any  
18 questions.

19 I would like to point out that  
20 the staff has done an excellent job of getting  
21 over the flood and back to normal as can be  
22 after all that. They have got everything back  
23 into operations and looking real good.

24 MS. PIERRE: Does anyone have  
25 any questions?

1 MS. McRIGHT: We realize it's  
2 hard to ask questions when you're doing okay.

3 When you're doing bad is when we  
4 had questions.

5 MR. McRIGHT: And as always,  
6 we're always available to any board member,  
7 anybody, who wants to contact us to ask us if  
8 they have any questions later on. We'll be  
9 happy to help in any way we can.

10 MS. PIERRE: Okay. If not,  
11 Fabian, let's move forward.

12 MR. BLACHE: We probably need to  
13 get a motion to accept the --

14 MS. LANDRY: I make a motion to  
15 accept the budget --

16 Mr. SANDERS: I'll second.

17 MS. LANDRY: -- financials.

18 MR. SANDERS: Second. I'll  
19 second the motion.

20 MS. PIERRE: It's been moved and  
21 second, so the motion passes.

22 Everybody in favor say, aye.

23 BOARD MEMBERS JOINTLY: Aye.

24 MS. AUCOIN: This past  
25 legislative session -- and I wasn't entirely

1 prepared to do this, so I can give him a better  
2 written response later. But this past  
3 legislative session, the legislature changed the  
4 concealed carry permit law to allow convicted  
5 felons to have a concealed carry permit if they  
6 have an expungement and ten years have passed  
7 since they completed their sentence. It  
8 excludes, I think, crimes of violence and sex  
9 offenses.

10 The right to possess a firearm  
11 in the state of Louisiana was being guided by  
12 the federal government by who could possess a  
13 concealed carry permit. So based upon that, the  
14 board had made a decision that we could not arm  
15 certain convicted felons because of the way the  
16 federal government was interpreting that  
17 provision in our law.

18 Due to that change, any  
19 concealed carry permit law, we should be able to  
20 re-evaluate that position of the board when it  
21 comes to who can possess an armed -- be an armed  
22 guard and not an armed guard.

23 So I'm going to pass that along  
24 to Mr. Blache in the next day or two so the  
25 board can act accordingly.

1 MS. PIERRE: Let me ask a  
2 question about that. We're talking about  
3 expungements and we're talking about, I guess,  
4 people who have been not only expunged, but I  
5 think there was someone that came before us at  
6 some point and it wasn't an expungement. They  
7 had something that --

8 MR. BLACHE: First defender  
9 pardon, was it?

10 MS. PIERRE: A pardon of some  
11 type. So will it covers the pardons as well as  
12 the --

13 MS. AUCOIN: The only -- I know  
14 for purposes of an expungement, the first  
15 defendant pardon does not come into play. The  
16 only pardon that is very significant is the  
17 governor's gold seal pardon.

18 So my understanding of the  
19 legislation that was passed, the first defendant  
20 pardon does not come into play, no, ma'am.

21 MR. BLACHE: Thank you.

22 That's good and encouraging  
23 news, though. It presents an opportunity for a  
24 lot of people that we had to unarm to be  
25 re-armed and actually be able to earn more in

1 this industry.

2 MS. PIERRE: But we'll also be  
3 in compliance with the federal guidelines as it  
4 relates to that, because I think that they said  
5 they were denied because of some kind of federal  
6 mandate that they came into the State Board  
7 with?

8 MS. AUCOIN: Yes.

9 MS. PIERRE: And they had to be  
10 denied? So those people can be reconsidered and  
11 can re-apply?

12 MS. AUCOIN: If they meet all  
13 the new qualifications.

14 MS. PIERRE: So we'll get those,  
15 what they mean?

16 MR. ROBINSON: We'll have a list  
17 of qualifications?

18 MS. AUCOIN: Sir?

19 MS. PIERRE: Yeah.

20 He said, Will we get a list of  
21 those qualifications?

22 MS. AUCOIN: Yes. Sorry.

23 MR. WILLIAMS: That's good news.

24 MR. BLACHE: Yes, it is. That's  
25 encouraging. We were hoping that would be the

1 outcome, but there were still some questions  
2 challenging the efficacy of it all as it relates  
3 to Louisiana law, so it's very encouraging.

4 MS. PIERRE: I just hope we can  
5 translate that down to New Orleans law.

6 MR. BLACHE: Yeah. What do they  
7 say, good luck with that?

8 Just some quick numbers for you.  
9 The last time we reported numbers to you at the  
10 last meeting, we had about 180 registered --  
11 well, active companies. That's actually now  
12 248.

13 We did discover doing some real  
14 data drilling that 85 of that 248 don't have any  
15 guards, which means that's some places where  
16 we're going to be going to look to see what's  
17 going on. Because they have licenses, but have  
18 no guards. Very odd.

19 We have 163 trainers that are  
20 licensed by the board. One of the things I've  
21 been talking -- I've been doing these sessions.  
22 I had 30 people last time. I've got another one  
23 coming up soon. They're company QA and  
24 instructor updates. And I'm explaining a very  
25 important perspective to trainers that I think

1 is significant as we start trying to look at  
2 ways to elevate what we're doing with training.

3 When we license a company, we're  
4 licensing that company so that company can  
5 represent itself to the market.

6 When we license an instructor,  
7 the instructor represents this agency to the  
8 industry.

9 And I think that's an important  
10 thing to parse out because I want instructors to  
11 understand that unlike the company license, the  
12 relationship is very different. We don't pay  
13 them, but they represent us.

14 We had a recent incident with an  
15 instructor where we -- he sent in his insurance  
16 and his renewal form, and I had to call him  
17 because his insurance was insuring an entity  
18 that I knew nothing about. As you know, we  
19 don't -- currently, we don't license the  
20 company, so if you have a training company LLC,  
21 for some odd reason we don't license that  
22 entity. We just license the people who work  
23 there, okay.

24 So he sent us an insurance form  
25 that said, you know, I'm insuring blah, blah,

1     blah, college. But then on his renewal form for  
2     his instructor license, he indicated his former  
3     security guard company, which was now inactive.  
4     So obviously we had to call him and say, What  
5     are you trying to renew? Is it the security  
6     company license or the instructor license?

7                     Well, that became a big brouhaha  
8     because he didn't understand why we wouldn't  
9     accept the insurance as he presented it to renew  
10    his instructor license. He then admitted in the  
11    conversation just haphazardly that he has guards  
12    in Mississippi, which is unregulated, that he  
13    brings into Louisiana to do security work.  
14    That's a no-no.

15                    So this thing quickly mushroomed  
16    into more than -- it was already confusing. It  
17    got much more confusing by the time we ended  
18    that telephone conversation. It ultimately  
19    ended up with him saying, well, I just don't  
20    want to renew the license then. And I'll think  
21    about what I want to do.

22                    But my concern in that whole  
23    exchange was that he didn't understand that  
24    distinct difference between the company license  
25    holder's relationship with the agency and the



1 the instructor's license. But then we have  
2 other things where we've got an entity name, and  
3 then we have to figure out who all is tethered  
4 to that entity the same way we do with guards.

5 So it seems like there's a  
6 little disconnect in the way that was structured  
7 in the past. I don't know what necessarily is  
8 the best fix for that.

9 But -- and then with respect to  
10 security officers -- and this is my hole card,  
11 okay. So last time we reported, we had about  
12 10,200. Now we're at over 13,000. We're about  
13 13,300. So just from December to now we've seen  
14 an uptake. And we know exactly what's driving  
15 that uptake. We're driving the uptake is we're  
16 doing inspections. You know, we're checking  
17 guards. We're going to events. We're holding  
18 companies that are not doing it the right way  
19 accountable.

20 All these different things that  
21 we've done to make what was a bit of stagnation  
22 go away, has had the desired impact.

23 I think at the last meeting I  
24 think I may have shared the number with you, but  
25 the nationwide compliance for security guard

1 licensure/registration, whatever it is, is only  
2 40 percent. That's the nationwide number.

3 In California they have 600,000  
4 guards. They are at 5 percent compliance, okay?

5 Florida is about a hundred and  
6 some-odd thousand guards, and they're right at  
7 about 40 percent. I asked her -- I met with all  
8 of these folks and got these data figures.

9 So that means if we've got  
10 13,000 right now in this building between, you  
11 know, Renee's office and our database, we're  
12 down probably about another 16,000 that should  
13 be on the books.

14 And, of course, as you heard in  
15 Mr. McRight's presentation, 49 percent of our  
16 revenue is generated by guard activity. So if  
17 we had another 16, 17,000 guards properly  
18 registered with our agency, that would have a  
19 significant impact upon our ability to grow a  
20 regulatory force.

21 One of the other things I talked  
22 about at the last meeting is we were in the  
23 process of transitioning staff to -- from  
24 administrative coordinator positions to actual  
25 compliance inspectors. We are now down to -- we

1 have two more to go. But we've accomplished  
2 that goal. Everything is in play.

3 So at various different stages  
4 at civil service that is now being done. And  
5 we're getting ready to outfit them and saddle up  
6 and start going out. Once we can get past the  
7 jump-off point with the licensure, which I will  
8 be demo-ing the real system for you today, and  
9 we can untether ourselves from all the paper  
10 that's coming through the door, we will now have  
11 seven internal people who will be able to go out  
12 and do inspections.

13 That's never happened in the  
14 history of this board. We've never had but one  
15 typically at a time. So now we have seven, plus  
16 we have the contract still for the moment with  
17 the firm out of Alexandria that can assist us.

18 And that works out very nicely,  
19 but we'll be able to reduce that contract. We  
20 did that at \$20,000. We'll probably be able to  
21 reduce that contract to a \$5,000 contract.  
22 Because, basically, what we'll need them for is  
23 strike stuff, like immediate deployment,  
24 typically in the northern part of the state  
25 where we can't get there, like, yesterday.

1                   And then there's a variety of  
2 other things that when we go into the ImageTrend  
3 implementation that will have an impact. For  
4 example, we have guard tracking which is what we  
5 use now. It was built by Motorola. And it's  
6 very cumbersome, to say the least, to put it  
7 politically correct.

8                   We have a \$14,000 contract with  
9 someone to help us with that. That goes away.

10                  We have a contract for our IT  
11 needs that is definitely inflated. We're going  
12 to be able to renegotiate that contract,  
13 possibly move that to another vending source and  
14 reduce that by at least 50 percent.

15                  Our postage, which used to be  
16 ridiculous, it has gone down tremendously,  
17 because we have decided that we're going to be  
18 brisker and faster and more efficient.

19                  So instead of finding out that  
20 there's a guard who has an aggravated battery  
21 charge when the rap sheet comes back, that we  
22 now have to type a letter and then put that  
23 letter in snail mail and wait for the letter to  
24 get to the office, and then wait for someone to  
25 open it, read it, and react to it, which is

1 totally the wrong way to do that, what we do is  
2 we generate the letter in PDF and send it in an  
3 e-mail to a direct contact at the company so  
4 they can take immediate action on that because  
5 that's a public safety issue.

6 So by using e-mail, rather than  
7 snail mail in many instances, we can -- first of  
8 all, we get better response. As soon as Cindy  
9 started doing that, she was just kind of  
10 impressed with the fact that she would send  
11 something out, and somebody would get back to  
12 her in a few minutes. Whereas, every single  
13 time we sent the letter, it would take days, if  
14 not weeks, to hear something back from someone.

15 And you also with the letter,  
16 you don't know who's busting the mail, who's  
17 getting it, where it's being routed. There's  
18 just too many anomalies with the way that works.

19 With e-mail it's a direct  
20 communication. You've got dates. You've got  
21 times. You've got read receipts. You've got  
22 everything you need that if that becomes some  
23 adjudicatory type of matter, you've got stuff  
24 that you can present and say, hey, here's what  
25 really went on and here's how it went and what

1 timing.

2 So that's really important. And  
3 that's another feature of the system I'm about  
4 to show you that it also does because it has  
5 merged templates and all those things. And I'll  
6 try to demystify some of the technical side of  
7 that for you and just walk you through this and  
8 show you what we're talking about doing.

9 So for the benefit, not of you  
10 guys who have heard me say this too many times,  
11 but for those in the audience who have never  
12 heard this because there are some people, I  
13 think, that have never been here before, I have  
14 to give you some context.

15 So in Louisiana, we allow the  
16 industry to issue the guard credential. So that  
17 means the agency who's responsible for the  
18 credential, is not the issuing body, which is  
19 completely absurd. You know, you walk in off  
20 the street to somebody's shop. They give you a  
21 temporary registration card, and you go to work.  
22 And then you've got 20 days to send me the  
23 application, so that's 20 days you're going to  
24 work that I don't know you're out there, in  
25 uniform.

1                   We have another problem we run  
2                   into a lot. We have a misalignment with firearm  
3                   certifications and classroom training and people  
4                   going out. So here's a real scenario. I walk  
5                   into your shop, and you send me to a firearm  
6                   certification course. I may not yet have had my  
7                   first eight hours of training of the two 16-hour  
8                   courses. I get my certification. You register  
9                   me as armed, okay, and I'm working an armed  
10                  post.

11                   In the meantime, your  
12                  fingerprints have not arrived in my agency yet.  
13                  I don't even know you're out there. So  
14                  whoever's walking into the Rite Aid or the  
15                  restaurant that has the armed guard, is walking  
16                  past an individual that this agency knows  
17                  nothing about.

18                   Part of what we're trying to do  
19                  and fix without negatively impacting the people  
20                  that own the companies is designing a way where  
21                  the credential is issued by us and only us and  
22                  that there is something that is done before they  
23                  get to the point where that fingerprint card  
24                  arrives here and we get it into the Morpho Trak  
25                  system and into the state police and FBI where

1 we kind of know what we're dealing with,  
2 basically, is how I like to say it.

3 So what we're proposing in  
4 addition to getting rid of most of the paper,  
5 which will expedite the process tremendously, is  
6 that we're proposing that the state board  
7 actually engage in some sort of preliminary  
8 background check process. So what we've done --  
9 and this is all new and unique and has never  
10 been done before too -- is we are now registered  
11 with JPSO, so we can check their criminal  
12 records database.

13 We're now registered with  
14 Orleans Parish, so we can check their docket  
15 records database. That was available the whole  
16 time, it just never was pursued. So now what we  
17 can do is when a person puts in an application,  
18 we can immediately log into those systems, put  
19 the social in, see if they have anything that  
20 immediately disqualifies them. And if they  
21 don't, great. We've got CLEAR. CLEAR checks  
22 all over the country. It checks most parishes,  
23 okay, in the state. And they're adding parishes  
24 every day.

25 We can now run that as well. So

1 between JPSO, CLEAR, and the Orleans deal, we  
2 can make a pretty reasonable determination that  
3 somebody doesn't look so funky that we can't put  
4 a credential in their hand while we're waiting  
5 for their fingerprints. That's a big game  
6 changer for us.

7 So let me show you a few things  
8 here. Let me get logged in here.

9 So in the future, once I finish  
10 working out all the fine details, because I'm  
11 automating as much of this process that I can so  
12 that your staff and people who are -- support  
13 staff will be able to help you -- I must have  
14 missed that one unless I did it wrong. We want  
15 -- that's not right. What did I do? I'm trying  
16 to log in with my real credentials, and I need  
17 to use the bogus account here.

18 Right now you've got blue apps.  
19 You've got green apps. You've got leave of  
20 absence forms that are being re-used to avoid  
21 training people. You've got termination forms.  
22 You've got fingerprints. You've got all the  
23 stuff you need to collect and send to us  
24 statutorily like, you know, driver's licenses  
25 and social security cards and I-9s and, you

1 know, the whole kit and caboodle.

2 It's throwback Thursday, right?

3 Okay. You don't like that? That's me.

4 So here's how this system works.

5 First and foremost, security officer -- someone  
6 decides they want to be a security officer.

7 They say, you know what, I can supplement my  
8 income or I need a job. They can come to this  
9 portal. They can create an account immediately.  
10 And what's going to happen is when they create  
11 that account, it's going to automatically give  
12 them an identifying number. That will be their  
13 number forever. That number is Private Security  
14 Examiners, the year, and then a number, okay?

15 So we'll know when the account  
16 was created or the record was created because  
17 the first two digits are going to tell us the  
18 year of creation of that particular account,  
19 okay?

20 That is not the license number  
21 yet. Just like when you get a state ID card,  
22 your number will be your license number if you  
23 ever get a license. So it's your identification  
24 number with this board.

25 They can upload a photograph

1 very easily. All they have to do is click on  
2 this. It turns into a hand. It says upload  
3 your image, they can upload the image. So all  
4 this stuff about passport photos and all that,  
5 we'll have instruction. It goes on the front  
6 page. It will explain to them. Every -- 99  
7 percent of people have one of these devices, 92  
8 percent is the real number.

9           You can pick this thing up, put  
10 it in square mode, take a picture up against a  
11 good background, and you've got exactly what you  
12 need.

13           What's happening right now is we  
14 get pictures that are photocopies. We get  
15 pictures that are Polaroids. We get pictures  
16 that are film. We get pictures that are printed  
17 off of a printer after they were taken from a  
18 phone. We get all kinds of stuff. And then we  
19 have to scan it in. So you know how much we  
20 hate faxes, right? PDF is greater than a fax  
21 any day because the fax gets pixilated and  
22 crazy. Well, this prevents that problem.

23           So they can immediately upload a  
24 photo, and that photo can be updated at any  
25 point in time.

1                   The other interesting thing  
2 about this system is that if you click right  
3 here, now what you get is instead of a blue card  
4 that you fold up that has no photo or  
5 information on it, each person gets a unique QR  
6 code. The moment that account is created, this  
7 code is created.

8                   That code will always take you  
9 into the data to tell you what's there. So  
10 right now what's there is nothing. I just have  
11 an account. That's all it says.

12                   I am Fabian. My last name is  
13 Public. That's my number. I don't have a  
14 status. I don't have a license level. I don't  
15 have an issue or an expiration date, because I  
16 haven't done anything yet, okay?

17                   So let's go to the other side of  
18 the equation. We'll go here and look at our  
19 side of the operation. So I click on  
20 applications here, and whoa, there's Cindy's got  
21 an application and it's -- her background is  
22 clear and her payment's already done.

23                   Well, we need to go and look at  
24 Cindy's record real quick. Hold on. Because we  
25 might be able to get her licensed and get her to

1 work. There she goes.

2 All right. So look at this.  
3 Right here under process statuses it clearly  
4 states, not only who did it, but what was done  
5 and when. The background check through JPSO,  
6 Orleans, and CLEAR has been run. It's been  
7 marked complete. The payment has been marked  
8 complete.

9 Let me grab this light so I can  
10 make this look a little better for you guys up  
11 there. There you go. Better?

12 MS. PIERRE: Yeah.

13 MR. BLACHE: So what we're  
14 waiting for, though, is training. Because she  
15 just started, right, she's got 30 days to get  
16 training. And we're waiting for fingerprints.

17 Well, here's what's really  
18 awesome about this. When those fingerprints  
19 arrive up front -- everybody in this office is  
20 going to have a log-in for this system. That  
21 means that everybody who leaves a footprint in  
22 this system, I have a one hundred percent audit  
23 trail of what they're doing.

24 So imagine this is Bridget up  
25 front who's logged into the system. When those

1 fingerprints come in, she's going to mark this  
2 received, and she's going to change that status.  
3 All right.

4                   So now when we go back to the  
5 summary of this record, now we see when we pull  
6 it up it says, fingerprints received, and it's  
7 going to have her name on it. So if you call me  
8 and say, did you receive the fingerprints on  
9 Cindy, I can immediately tell you yes or no.  
10 Because the moment they come out of the mail  
11 envelope, that's going to happen.

12                   Now when they're received, she  
13 walks them back to Kim, fingerprint tech. Who  
14 are you? I sing that to her almost every day  
15 because she's like our CSI person with the  
16 fingerprints. So what's going to happen is --  
17 she can't believe I did that.

18                   So what's going to happen is,  
19 Kim's going to get it, and then she's going to  
20 run the prints, right, and it has a log number  
21 for that, okay? So when she runs the prints,  
22 she's going to hit submitted to LSP and what's  
23 the prefix of the number, L what?

24                   AUDIENCE: LSAC.

25                   MR. BLACHE: So she's going to

1 put this number in. Right now when I got here,  
2 she would actually get the prints. Sort the  
3 prints by alphabetical order. Write down all  
4 the ones she was going to do. Run them. Write  
5 the number that she gets back from state police  
6 down, type that up and then create that log.

7 Then we moved to a spreadsheet  
8 where she didn't have to do all that, just put a  
9 new spreadsheet. Now she won't even have to do  
10 that. Because she'll be able to put that number  
11 right here, and this entire database now becomes  
12 her log. Because not only does she get to put  
13 that in there, but look right here under status,  
14 there it is. It's going to say here, received  
15 Bridget, submitted Kim. And there's the log  
16 number. Everything's taken care of on one  
17 screen, okay?

18 The next step would be that the  
19 prints come back. So we get the rap back from  
20 state police. Kim would be the one to receive  
21 it. She's going to change that status. So now  
22 if we go back to this summary and I get that  
23 phone call, hey, what's going on with X, Y, Z's  
24 prints, I can tell you, well, on 3/16 at  
25 whatever time -- and I'll have a clock set on

1 here -- the rap was received. So Cindy has it  
2 now. I'll know exactly where it is. We don't  
3 have that luxury right now.

4 This is huge. Because on one  
5 screen we have a running audit of everything  
6 going on with this account.

7 Look down here. There's a  
8 payment pending of \$88. Let's say that that  
9 person clicked to pay and they ran their debit  
10 card or something happened and the payment just  
11 couldn't be done and they call the payment in.  
12 Very good. We'll take the payment over the  
13 phone, so I'll go in here, I'll add a charge.  
14 And notice, by the way, the fees are all broken  
15 down. Everything is itemized. You can generate  
16 an invoice on anything in this system. So  
17 you'll know exactly what the fees were.

18 If you're a trainer, and you  
19 train five different disciplines, when you click  
20 them, it will add everything up for you.  
21 There's no more opportunities for mistakes and  
22 getting calls saying, well, your check was wrong  
23 or the payment was short or you paid too much.  
24 We solved that problem.

25 So in this case there's an \$88

1 fee, and I'm taking the payment by phone. So I  
2 put in here by phone, and I'll put in the \$88  
3 charge and I'll save this.

4 I go back to the summary. Now  
5 look at it. The charge is gone. You see that?  
6 Charge is done. The application that this  
7 person did, by the way, I need to look at the  
8 application. All I got to do is click view PDF.  
9 There's the application. The application was in  
10 one place. The fingerprints were in another  
11 place. The criminal stuff was in another place  
12 before. Everything about it is right here in  
13 front of me. Anything that I need to see.

14 Let me close this app.

15 All right. So in this case the  
16 bigger point is Cindy's ready to go. Cindy is  
17 ready to go as a provisional security officer.  
18 Big change. We always said temp, temp, temp,  
19 temp. Temp infers that you got it and you're  
20 just waiting on something permanent. That's not  
21 what it is. In this industry, it's provisional  
22 and you may or may not survive through the  
23 provisional moment, based upon what your  
24 background check says. So we're changing the  
25 terminology to provisional deliberately.

1                   The other thing we want to do  
2 and we want to have support for is saying that  
3 if you are provisional and you've never been in  
4 the industry before, you're immediately deemed  
5 unarmed. And until you have classroom training,  
6 first and second eight hours, and the  
7 certification for a firearm, okay, and in my  
8 estimation your background check is complete,  
9 you shouldn't be able to work a post with a  
10 firearm.

11                   We're putting people out there  
12 with firearms that we have to pull off posts all  
13 the time. That's kind of a self-defeating  
14 situation and exposes the state and this agency  
15 to a tremendous amount of liability.

16                   So my contention would be that  
17 what we would do is, the person applies. It  
18 pops up on my screen. I check their background  
19 preliminarily. I clear it. They pay for it or  
20 the company pays for it, and I issue a  
21 provisional credential. So in this case I would  
22 click on Cindy, and I would say issue. Okay?

23                   So now we're going to go look at  
24 Cindy's record and see what it says. In the  
25 meantime, you see we're still waiting on

1 fingerprints. The only things green lighted are  
2 the payment and the background.

3 All right. Here's Cindy's  
4 record. Let's go into it. Right here on this  
5 screen, I can see provisional unarmed for Cindy.  
6 And in addition to that, I can see -- I'll just  
7 make this smaller for a second 'cause it's  
8 overlapping -- I can see the issue date and the  
9 expiration date. It shows '17 to '19 with  
10 today's date.

11 So if I want to, what I'll do --  
12 I'll make this big for you again -- is I'll go  
13 to -- there's Cindy, by the way. I call Cindy  
14 rock star.

15 AUDIENCE: I cannot believe you  
16 did that.

17 MR. BLACHE: I'm sneaky. You  
18 got to watch me. You've got to watch me when  
19 I'm setting stuff up.

20 Look, I've got to keep these  
21 people awake through this. Yeah, it's awesome.

22 So notice, it shows right here,  
23 provisional unarmed license, right. Let's go  
24 back to the public portal. Let's make an  
25 imaginary scenario. Cindy walks into your

1 office and says, Ms. Pierre, I'd like to be a  
2 guard with your company. What you can do  
3 without even being logged in, is you can come  
4 here and you can type in Cindy's name. Sorry, I  
5 have to do this quickly. And you can verify  
6 whether Cindy is credentialed or not.

7 If she's provisional -- by the  
8 way, once you dig into her record, you can go  
9 deeper. If she's provisional, you know that  
10 she's missing probably one of two things or  
11 three things; training and background check.  
12 You know this.

13 So this question about do they  
14 have training or not kind of really goes away.  
15 You'll know by this system because this is all  
16 tied together. If she's trained, it will make  
17 her license not provisional. If she's not  
18 trained, it will be provisional. She can have  
19 the background check done and not have training,  
20 it's provisional. It's all rule-based. I'm  
21 designing all the logic myself so that it knows  
22 what to do, okay?

23 So let's just say we fast  
24 forward. You're like, great. We want Joan  
25 Jett, we hire Joan Jett -- right, Cindy?

1                   And you bring her on board. So  
2 you do a registration form in the system for her  
3 which takes no time to do. It's super fast.  
4 You click it. You put her name in. You say  
5 okay. You submit it. It calculates the fee,  
6 and you're done. And it adds her to your  
7 roster.

8                   So let's go ahead and add Cindy  
9 to somebody's roster. Oh, let's see, she used  
10 to be with Beefed-Up Guards. All those guards  
11 look like Arnold Schwarzenegger. And then  
12 Zenni, that's where I get my glasses from, those  
13 guards don't miss anything, they see everything,  
14 right? I made up all kinds of companies.

15                  So here's a company record,  
16 okay. And for those of you concerned about your  
17 license numbers, don't worry, I'm not going to  
18 auto generate those. Everybody's going to have  
19 their original license number. I will override  
20 that because I got some interesting feedback on  
21 that.

22                  So here's the personnel list.  
23 Here are the people who are -- this is what  
24 you'll see. So instead of worrying about  
25 sending me a form to remove somebody, I'm going

1 to make it really easy for you. If you decide  
2 that this person is no longer with your  
3 organization, all you do is click it and save  
4 it, and she's gone. That's the end of it.

5 Now, to register again, you go  
6 back through. I do a registration form. Enter  
7 a name, enter two questions, submit it. And it  
8 will calculate the fee, and it will register  
9 them back with you. But to remove somebody from  
10 your roster, right here.

11 You want to know what their  
12 expiration dates are, they'll be on the screen.  
13 You want to sort by what type of credential they  
14 have, you can do that. You want to sort by the  
15 certification date, you'll be able to do that.

16 So if you're looking who's  
17 expiring, you'll have it right at your  
18 fingertips, okay.

19 This person is, what, qualifying  
20 agent. Well, guess what, that means that this  
21 person can do things from their log-in that  
22 other people cannot. So when a guard logs in to  
23 the same portal on the front side and clicks on  
24 companies, what the guard is going to see is  
25 their affiliated company -- they'll see their

1 affiliated company, but it will not be a link  
2 because they cannot manipulate that data. They  
3 just know, okay, there's my Beefed-Up Guards,  
4 right?

5 This is me, so I'll go to my  
6 account real quickly and show you. If I become  
7 an Amazon guard -- yeah, there's a joke with  
8 that one, too. Amazon guards come in one to two  
9 days with no shipping, right? Isn't it great?  
10 You know I wanted to be a comedian and I just  
11 couldn't cut the mustard.

12 AUDIENCE: You're a real  
13 stand-up guy.

14 MR. BLACHE: So let's say I  
15 wanted to be with this organization. Well, from  
16 your side of it you'll do the registration form.  
17 From my administrative side, I just add this  
18 individual to the roster, right? So now I go to  
19 the portal and I refresh this screen, this is me  
20 looking at it. There's Amazon. But notice the  
21 difference between Amazon and Beefed-Up. What's  
22 the difference?

23 MS. FINCHUM: The link.

24 MR. BLACHE: That's right.

25 Because I'm not the QA for them or the office

1 manager or whoever you decide. So all that  
2 signature authority form stuff goes away. You  
3 contact me and tell me who do you want to be  
4 able to do what.

5 MS. PIERRE: Can it be multiple  
6 people?

7 MR. BLACHE: Absolutely. You  
8 can have a dozen people who can do registration  
9 forms and remove people from the roster. You  
10 can do whatever you like. I will gladly  
11 accommodate because it expedites the whole  
12 process for everybody.

13 MS. PIERRE: Fabian, how do we  
14 handle people that have expired -- let me just  
15 say, there are people that are at that  
16 in-between stage. They've had the first and  
17 second eight hours of classroom training and now  
18 they've not been with a guard company for a year  
19 and a day or something like that, but they've  
20 had their first and second eight hours but  
21 they -- they -- now they've come back and they  
22 want to be a guard.

23 MR. BLACHE: That's going to be  
24 addressed by our refresher training.

25 MS. PIERRE: Okay.

1 MR. BLACHE: So one of the  
2 things that we're doing and this was -- the  
3 previous board asked me this. Many of you on  
4 this board have talked about this. And all the  
5 industry people that I've talked with have  
6 talked about this one particular issue and that  
7 is training, okay.

8 We've got a lot of companies  
9 that are spending a lot of money retraining  
10 people. That's money coming, you know, out of  
11 your bottom line to do that. And you're doing  
12 it because you understand the importance of  
13 training as an exposure mitigation tool, okay.  
14 So what we are doing, which has never been done  
15 before, is we're implementing a requirement of  
16 refresher training that has to be done within  
17 the six months prior to expiration.

18 So instead of saying, well, this  
19 person hasn't been in the industry long enough  
20 and make them do -- unnecessarily do 16 hours  
21 all over again, they're going to have a whole  
22 other mechanism by which to get refreshed and  
23 get ready to go back into the workforce. And  
24 that would be through the refresher component.  
25 That's the golden objective with that.

1 I'm in the process of putting  
2 together a PIT team, which is a Process  
3 Improvement Team, that's comprised of trainers  
4 from all over the state will come here, and  
5 we're going to sit down and talk through all  
6 this real carefully and make sure that what we  
7 come up with makes sense and that it works.

8 MR. ROBINSON: Is that yearly?

9 MR. BLACHE: Huh?

10 MR. ROBINSON: Is that yearly?

11 MR. BLACHE: So the guard  
12 license will expire every two years.

13 MR. ROBINSON: Right.

14 MR. BLACHE: So six months prior  
15 to expiration would be when they would need to  
16 do the refresher. And this will become a state  
17 board policy, and it will become the standard  
18 for everybody and they'll have to do that.

19 Now, you know, whether the  
20 guard, you know, pays for it or the company  
21 subsidizes it and draws it back, that's not our  
22 part of it. We're just going to make sure that  
23 should the day ever come where we're asked what  
24 is the rigor of our training requirements, that  
25 we're not speaking 1985 to the senate and the

1 judiciary committee because that's not going to  
2 work.

3 MS. FINCHUM: That requirement's  
4 going to be for armed and unarmed?

5 MR. BLACHE: Yes, it will be.  
6 And I'm going to get into something that relates  
7 to your question a little bit, but I'm going to  
8 dovetail into armed guards for a minute because  
9 this is an important system issue that I want  
10 you to know.

11 Who's armed on here? Let's look  
12 at Allison. Allison's the one we took off of  
13 one of the rosters. This is really important.  
14 Let me see if I can bring this up a little bit.

15 Notice there's a couple of  
16 things on the screen -- by the way, that's  
17 Allison.

18 ALLISON: Thanks for making me  
19 tan.

20 MR. BLACHE: You're welcome.  
21 You said you were struggling with that.

22 This is Allison's license  
23 number. This is Allison's license level, okay.  
24 This is showing that she see is licensed and  
25 these are her issue and expiration dates.

1                   Here's one of the amazing  
2 features of this that we don't have today. She  
3 was certified on October 16th with her weapon.  
4 And weapon certifications in Louisiana last one  
5 year. So that means that your certification for  
6 your license, that is the prerequisite for your  
7 license, can expire before your license does.  
8 All right. She has to refresh this course  
9 before the 16th, otherwise the license becomes  
10 invalid.

11                   What this system does is it  
12 looks at this date right here, and at 12:01 a.m.  
13 if that has not been updated, the system  
14 literally goes into this record, changes this,  
15 and sends her an e-mail and the company an  
16 e-mail letting them know that that guard is no  
17 longer registered -- licensed to be armed until  
18 that certification is renewed. That happens  
19 automatically. It doesn't now.

20                   We've got dozens upon dozens of  
21 people from the moment I got here that need to  
22 have been disarmed and receive this notice, but  
23 there's just -- with now 13,000 guards, there's  
24 no way to do it. It's not possible, not with  
25 snail mail and letters and trying to run lists

1 from a system that doesn't actually do reports.  
2 It's almost impossible. This is automated.  
3 That's huge for you. Because your insurance  
4 policies cover armed people who are certified  
5 and licensed. If they're licensed and not  
6 certified, they're not covered, okay.

7           We know this because we just had  
8 Joseph Blunt (phonetically) shot in New Orleans  
9 at the daiquiri shop, okay. Shot in the face,  
10 blew out all his teeth. Shot in the hand,  
11 shattered his thumbs defending the patrons of a  
12 daiquiri shop. The company was already under  
13 cease and desist. They had no insurance. They  
14 were not licensed. He wasn't even registered  
15 with us, and he had been employed long enough to  
16 have been registered with us. Huge problem.

17           So poor Joseph Blunt is sitting  
18 in the hospital in New Orleans, and he's got no  
19 workers' comp to pay his 66 and 2/3 percent of  
20 his wages tax-free so he can keep taking care of  
21 his family. He's struggling with recuperating  
22 from severe injuries and mental anguish over how  
23 am I going to pay for this.

24           So we got involved and went down  
25 there and worked with the Medicaid folks and so

1 on and got him in Medicaid, which then  
2 backtracks to the first of the month to work on  
3 at least getting his medical bills paid. But  
4 this is a reality in the nightmare scenario that  
5 I worry about all the time and that is why it is  
6 imperative that we make these changes.

7                   Because if we don't do this,  
8 we're just sitting on a time bomb that's waiting  
9 to go off, and it's going to not look good. And  
10 so what we're trying to come up with is a way to  
11 take a triangulated cross-fire approach to this  
12 and fix a lot of problems that were birthed out  
13 of time-appropriate old processes that have  
14 lingered far too long into the 21st century.  
15 'Cause that's where we are truthfully.

16                   If I showed you, you know, a  
17 copy of what one of the exams looked like that  
18 was not revised since 1999 that we just recently  
19 had the ability to now OCR and start cracking  
20 into and fixing and tweaking, you'd be mortified  
21 to think that's what we're putting out there.  
22 It's all changing. We're trying to get it all  
23 to converge and change around the same time so  
24 that we don't have this whiz-bang technology  
25 over here, but we're doing something on a funky

1 piece of paper from '99 over there, if that  
2 makes any sense.

3 Let me show you something else  
4 that is huge. Remember we looked up Allison  
5 before on the public portal? All right, let's  
6 just play a game for a second. And let's just  
7 say that Allison's going to walk into your shop,  
8 and you are going to look her up like you did.  
9 And you see that she's licensed with the 2018  
10 expiration date, and you click on Allison -- let  
11 me go back, I'm sorry.

12 So you see that and you're ready  
13 to go with Allison. But let's assume that  
14 somewhere along the way we find out that Allison  
15 was involved in something crazy, I don't know,  
16 she was arrested with a bunch of folks at a  
17 house grown meth lab that was near a school and  
18 it blew up and she gets arrested. That's  
19 creative. I've actually had that happen in one  
20 of my EMS cases, so I had to use that.

21 Allison came to us from Acadian  
22 Ambulance, by the way. She's our resident EMT,  
23 so we put the first-aid kit in her office.

24 All right. So you see what I  
25 just did right now? I got the call. I checked

1 the paper. It's correct. I'm like, all right,  
2 first thing we need to do is we need to put an  
3 alert on here. So now, same screen, I'm just  
4 going to refresh the screen.

5 Now when you look up Allison,  
6 there's an alert. And it says contact the state  
7 board office for information about this record.  
8 That's your clue that there's something wrong.  
9 And you know because you can see this alert icon  
10 over here, okay. But more importantly, and this  
11 is another big deal, the credential that she  
12 holds, right, which shows armed, .40 caliber,  
13 all right, I can go into her certification now,  
14 and I can simply change this to suspended and  
15 save it. So now when you look her up, not only  
16 do you get the alert, but you see her license is  
17 suspended.

18 All the things that you've  
19 wanted and thought about and wished you had that  
20 you never had before. Who is this person?  
21 What's the status of their license? It doesn't  
22 matter what shiny color sublimated printed card  
23 they bring you to say, hey, look, I've got this.  
24 That means nothing. What matters is what's in  
25 the database.

1                   That's why when, like I said  
2 before, when cops pull you over, they take your  
3 fancy driver's license with the bar code and  
4 swipe and holographs and texture and signature  
5 and photo, and they run it through the database.  
6 'Cause they know you got one. They don't know  
7 the status of it, they don't know what it is.

8                   So I'll show you what that looks  
9 like on my side of it. So here's my credential.  
10 I've got nothing, all right. We're going to go  
11 ahead and go into my record, and I'll show you  
12 what happens with the card. 'Cause this all is  
13 just test data at the moment. I'm going to go  
14 into the certification, so I'm going to show you  
15 what the provisional looks like first.

16                   So this is -- let's do this one.  
17 Provisional licensed, and we'll do today to the  
18 19th. All right. So there it is. The moment  
19 we do this on our side, it changes on this side.  
20 There's the card. Now you got a license,  
21 designation. It says provisional unarmed.  
22 You've got your dates. Okay?

23                   I go get trained. I got my  
24 eight. I got my second eight. I've got my  
25 firearm certification. And now I'm going to

1 move on up. I'm going to be a .40 caliber guy.  
2 Save that.

3 I've already generated my card,  
4 which I have on me on post. But I just found  
5 out that my certification came in. When I go  
6 back to my portal account, all I have to do is  
7 log in, and I can generate my new card. Again,  
8 all in realtime.

9 So when the system makes a  
10 decision about the status of a credential based  
11 upon a rule, you'll know it. When we change  
12 something about this, you'll know it.

13 So the next time I get certified  
14 and I'm not a .40 caliber guy, I get certified  
15 this time with a .45, well, guess what, same QR  
16 code, same account, same person. But now it's a  
17 .45. It's as simple as that.

18 MS. PIERRE: And then they print  
19 the card.

20 MR. BLACHE: That's it. Fold it  
21 in half so we can see their face and the QR  
22 code. So when we inspect, we look at it,  
23 verify, hit it with the QR reader, takes us into  
24 the database, tells us if there's any issues.  
25 'Cause the alert's aren't going to show up here

1 on the card, but they will show up in the data.  
2 So we'll know right then and there.

3 If it was somebody who was  
4 supposed to have been pulled and they weren't  
5 pulled and they're still working, we'll know.  
6 Because we're going to have the alerts.

7 The other thing that's amazing  
8 about this system is I can do other types of  
9 alerts. So, for example, this is not going to  
10 show up on the public portal. Let's say there's  
11 something going on with my case that requires  
12 legal review. Cindy can code that with an  
13 alert. Now anybody who owns this record sees  
14 that yellow line, and we know we're waiting on  
15 something related to the background.

16 We're not in the dark about  
17 that. We don't have to flip through 36 pages to  
18 find the thing that says we're waiting on  
19 something. We know we're waiting on something.  
20 And then if she gets it or I get it or whoever  
21 gets it, all they have to do is put in a note,  
22 documents received. Whatever -- you know, I'm  
23 not going to type it all out. Add the note.

24 Whoever does the note, it's  
25 going to say that's who added the note. And

1 whoever retires the alert in the system knows  
2 they're the ones that did it. So I always have  
3 one hundred percent audit trail of everything  
4 going on in the system. Now that internal flag  
5 is gone.

6 One other important thing;  
7 training. So right now trainers train and then  
8 trainers do forms and they sign and the person  
9 signs and they put the grades in. And on the  
10 form, which was not designed well, they don't  
11 have to print their name, so we get these  
12 scribbly signatures and these scribbly numbers  
13 and we're, unless we know who you are, trying to  
14 figure out who you are to enter it into the  
15 system.

16 The way training is handled in  
17 this system is if you are a trainer, you see  
18 manage courses. In this system, I am an  
19 instructor. But I'm going to turn that off  
20 right now just for demonstration purposes  
21 because your license as an instructor expired or  
22 you said I don't want to renew it or whatever  
23 the case is.

24 So now when the former  
25 instructor logs into his account, still looks

1 the same except under training he does not have  
2 manage courses. Can't create a course. Can't  
3 do anything with it, okay.

4 Now I'm going to go back and  
5 then show you how the course creation works. So  
6 I've decided, no, I need that money, I'm going  
7 to be a trainer. What can I train? Well, let's  
8 say the only thing I can train are these two  
9 things. Well, then, I give that person those  
10 two things. And when they create a class, they  
11 can only create that class that they're allowed  
12 to train. And if there are locations, they can  
13 only train at the locations that they are  
14 welcome to train, if that's the case, okay?

15 So in this case now I'm a  
16 trainer, and I can teach these two courses. All  
17 of a sudden now I can refresh the screen and  
18 there's my manage courses.

19 So here's what a trainer will do  
20 going forward. They will come in, they will  
21 click add a course. They will select what type  
22 of course it is, initial, and it's the first  
23 eight hours. The number will be generated  
24 automatically. Any licensed state board  
25 trainers' classes are always approved, because

1 they're licensed by us.

2                   They'll put in a location, if  
3 there is one, or they can write it in. They can  
4 put their name in, and if they've got somebody  
5 working with them. Let's say it's Mr. Graphio's  
6 shop and he's got two licensed trainers there.  
7 You can put in the other person's name and  
8 indicate who's going to be doing the training.

9                   You can also put in information  
10 about the class. You can imagine what that  
11 could be. And then what you're going to do is  
12 you're going to put in when the class is going  
13 to be held, when the class is going to end and  
14 what the test date is. And that typically will  
15 correlate with the end date, typically. Can  
16 they register for the class? Yes. Save it.

17                   What this does is this allows  
18 any guard to go -- did I mess my date up, oh,  
19 yeah, am I bad.

20                   What this does is it allows --  
21 I'm so used to putting license data in. This  
22 allows -- so we'll do sign-up for today.

23                   Normally, your sign-up date can  
24 be months in advance. What's nice about this is  
25 it allows the trainers -- you can even put how

1 many people were taking the class. What that  
2 does is it allows the trainers to put the class  
3 out there in advance. And then it lets them  
4 know how many people are registered for the  
5 course. Let me just make sure I did it all. I  
6 did the start date, tomorrow. Test date  
7 tomorrow, all right. There we go.

8           So now I've got to go ahead and  
9 put my topic in. How many hours is it going to  
10 complete, I'll put that. I can upload material  
11 for my students right here that are registering  
12 for the class. So if they register, they get  
13 something back. It could be a training manual.  
14 It could be supplementary materials. It can be  
15 whatever you want it to be.

16           So here's the course. Now I'm  
17 creating the course. This is going to generate  
18 the number. There it is. There's the course,  
19 right there. It's got the dates that it's  
20 approved, but there's nobody in the class right  
21 now so I'm going to add students to the class.  
22 Click here. They go to attend these. And now  
23 they just start putting in who's going to be in  
24 the class.

25           We'll put Wendy in a class,

1 right, now she's in the class. We'll put Joan  
2 Jett in the class. There she is. And I'm  
3 changing the button labels so that they read  
4 differently because everybody uses different  
5 terminology. The point of the matter is now  
6 there's your class, there's your couple of  
7 attendees, all right.

8           At the point that the class is  
9 done, the instructor simply comes in. They put  
10 in the date it was closed. Hit apply all and  
11 save. That is it. They are finished. This  
12 means they've done the class. The people have  
13 tested. The people that passed the course, it's  
14 going to update every single person's training  
15 record the moment he hits save. He doesn't have  
16 to send a form. Doesn't have to sign it. They  
17 don't have to sign it. Done deal.

18           Now, what's nice about that is,  
19 and I'll show you an example of one on, I think  
20 it's Wendy's, is when they complete the courses,  
21 they get a training transcript. So you can see  
22 everything they've ever taken. So we'll go here  
23 and go to training. There you go. Look at the  
24 bottom. There's the courses. That's it.

25           So no need to call and verify

1 training. One, if they're licensed, you know  
2 they're trained, period. That ends that  
3 problem, okay. If they're licensed, you know  
4 they're trained, you know their background is  
5 clear. If they're provisional, they may not be  
6 trained or their background may not be cleared.  
7 But if they're licensed, it's there. And that's  
8 your actual transcript. There's your training  
9 course date, your numbers, the whole nine yards,  
10 okay. It's as simple as that.

11 All huge changes in the entire  
12 work process.

13 You like that one, by the way,  
14 Wendy? I thought you would.

15 She's got an alert. I'm going  
16 to take that off, we don't want that on there  
17 anymore.

18 Here's what notes look like.

19 Documents, here's a good one.  
20 You know how you've got to copy the I-9 and  
21 you've got to copy the driver's license. You've  
22 got to copy the DD-214 and all that stuff,  
23 upload it. The person can upload it, or the  
24 company rep can upload it. And they go in here  
25 under documents. So you can click add a

1 document. DD-214. I like to typically put that  
2 same information here. It's a supporting  
3 document. I highlight the DD-214. There it is.  
4 That's me up there too, by the way. All right.  
5 Save it. There's the DD-214 entry. I can add a  
6 note to the entry, and there is the DD-214.  
7 Simple as that.

8                   So what you are looking at now  
9 for the last -- I don't know how long -- is our  
10 system in test mode. Now, here's some of the  
11 other big, big, big plans for this that we need  
12 to talk through. I've talked to you folks about  
13 changing us to a bi-modal licensure cycle. Has  
14 anyone read or heard me talk about bi-modal  
15 licensure cycle? No, okay? Let me explain to  
16 you what the concept is, and why I think it's a  
17 really good thing for us.

18                   Right now we spend 20 or more  
19 days a month chasing expiration dates for guard  
20 licenses. And I want us to start using the term  
21 guard licenses. Statutorily, we still have to  
22 register guards. That's the way the statute  
23 reads. We register guards and we pay  
24 registration fees.

25                   But we want to stop looking at

1 the guard's credential as being completely like  
2 gone in concept because they go away and come  
3 back or they go to another company. They're  
4 still licensed, you know. They've met the  
5 requirements.

6 All right. We spend 20 days a  
7 month chasing expiration dates. That means that  
8 Monday through Friday every week of every month  
9 people are expiring and we're receiving stuff  
10 and we're processing stuff, right?

11 What I want to do is I want to  
12 start with all the guards in my database that  
13 have an expiration date that's between, say,  
14 today and December 31st, for example, that show  
15 a term date because the company -- they're not  
16 with a company. And I want to shift their  
17 expiration dates, because they're probably not  
18 working right now. But I want to shift their  
19 expiration date to 3/31 of next year. And then  
20 every two years on March 31st is when they would  
21 renew, okay.

22 And then I want to take all the  
23 other guards who are active and use a similar  
24 process to push those guards to the same  
25 expiration date. So this way all of your guards

1 will always expire on the same day of the year.  
2 So you'll have some that expire next year and  
3 you'll have some that expire the year after  
4 that. But your cycle that you're managing  
5 internally is driven by that date, okay? That  
6 means that -- and here's another important part  
7 about this process, because I'll show you  
8 something. So when a guard logs into this and  
9 goes to applications and they click on view my  
10 applications, there's the provisional, there's  
11 the change of status, there's an instructor.  
12 Okay.

13 What you don't see on that  
14 screen right now is a renewal application, and  
15 that's by design. The renewal application will  
16 not show up on the screen until October 1st, six  
17 months in advance of the expiration date. On  
18 10/1 every guard that logs into their portal  
19 account will see the renewal application. Which  
20 means that as of that date they can renew for  
21 two years out from March, okay.

22 The prerequisite is what? The  
23 refresher. They have to have the refresher. So  
24 Tina will be watching along with others to make  
25 sure that the refreshers are coming in and that

1 the accounts are updated with that so that if  
2 the guard clicks renew -- they may say, yeah,  
3 I'm pulling out my debit card. I'm going to pay  
4 this. I'm renewing this right now so I don't  
5 have to worry about this next year. They can do  
6 that, okay.

7                   They have all the way up until  
8 3/31 to do that. In the meantime in the  
9 background, the system is still watching for  
10 that certification of that firearm expiration.  
11 And it will still change that. The license  
12 level will be predicated upon that information.  
13 But the goal is to get all 13,000 on a 3/31  
14 cycle.

15                   The other goal is to get all the  
16 companies' QA's and instructors on a 9/30 cycle.  
17 So this way we have two times, that's your  
18 bi-modal licensure cycle, where everyone is  
19 focusing on renewing. And it all correlates.  
20 So there's a flurry of activity for six months  
21 around that process. And everybody gets a  
22 little break for a moment while we gear for the  
23 next process. Because the 9/30 expirations for  
24 the companies, which are annual, and for the  
25 instructors, which are annual, will be a much

1 lower number. We're talking about 248 plus 163  
2 folks, you know, entities.

3 The guard cycle is the monster.  
4 So that 10/1 to 3/31 is going to be a pretty  
5 intense moment. But you wind up on the company  
6 side of it with a longer period of time that  
7 you're not worried about that. You can focus on  
8 other things. Your internal personnel that  
9 handle that can focus on other things.

10 Organizations and disciplines  
11 that use this, love it. Because it just makes  
12 things much simpler. And that's what we're  
13 looking to do. So in theory then on 10/1, this  
14 list would populate with another application  
15 called renewal. It would have language on it  
16 that says, if you're seeing this application,  
17 your license is about to expire on March 31st  
18 the following year. If you've already done your  
19 refresher training, please apply now for your  
20 renewal. Very simple. Okay?

21 The other thing is the  
22 electronic payment component. When they do an  
23 application -- and I haven't done one in this  
24 scenario for you. But what happens here is that  
25 this will show that there's something waiting to

1 be checked out.

2                   There's two ways that this can  
3 be done. The individual has the option to  
4 always go ahead and follow that process through.  
5 We've worked with Whitney Bank, who is our bank,  
6 to make sure that we're going to have Visa,  
7 MasterCard, American Express, Discover and ACH,  
8 okay?

9                   With anything that involves a  
10 card, of course, there's additional fees related  
11 to that. They're known as convenience fees in  
12 the industry. We will have those convenience  
13 fees built into that, okay. But with ACH there  
14 won't be any additional charge. So as long as  
15 you have a routing number and a checking account  
16 number you can ACH yourself to death, no  
17 problem.

18                   If the guard is not putting that  
19 money out of their pocket per se themselves, and  
20 the company is going to do it for them or  
21 subsidize it for them in the interim, on the  
22 backside of this under the company rosters --  
23 and when I finally get this ink, you'll see it  
24 at the next meeting. I'll be able to show it to  
25 you. We'll probably already be live at that

1 point.

2                                   When you go into the roster,  
3 what you'll be able to do is click on your  
4 personnel. You'll be able to see all the ones  
5 that have pending payments. You'll be able to  
6 select the people and then you'll have a  
7 pulldown menu right here and it gives you some  
8 options. One is remove selected guards from  
9 company roster. You got ten terms you want to  
10 do, you click ten people, you remove it at one  
11 time, you're done. End of story. Right?

12                                   The other thing it's going to  
13 say is pay for selected guards' licenses. And  
14 then it will generate an invoice with an invoice  
15 number, name every guard by name. And it will  
16 show their fee. So if you've got three that are  
17 \$88 and 2 that are 50, that's what it's going to  
18 show you. And then it will give you a total.  
19 And then you say, pay now. And the moment you  
20 hit pay now, it pulls you out of ImageTrend into  
21 the payment gateway. You finish the  
22 transaction, you're done.

23                                   It updates all of their accounts  
24 to show that that fee has been covered and it  
25 marks that green circle with the arrow saying

1 payment has been completed.

2 MS. PIERRE: They'll be a part  
3 on there for a late payment too for people who,  
4 let's just say guards select -- they opt to pay  
5 it themselves, let's just say. We see that it's  
6 not paid. They have the option of paying it or  
7 notifying them that they have not paid it or  
8 that they paid it with insufficient funds or --

9 MR. BLACHE: Yeah. I can do a  
10 couple of things with that. We'll get there.  
11 One of the things that I can do is I can  
12 actually set a timer. And we'll have to develop  
13 policies and rules around that. But the idea  
14 would be that if an application is executed,  
15 there's a certain number of days that needs to  
16 be completed. And that in that certain number  
17 of days to completion, at some point in there  
18 there will be a certain number of days that  
19 payment must be received.

20 And then if the payment isn't  
21 received, because the system monitors all  
22 fields, we can generate an automatic merge  
23 template to you that says this payment is about  
24 to be marked late and be assessed an additional  
25 fee so you'll know that it hasn't reached that

1 maturation point. We could do that.

2                   So for all intents and purposes,  
3 I think I've covered most of what was important  
4 for you to see about this. I will add one other  
5 thing, and that is on companies, we can add in  
6 your insurance policies in here and track that  
7 date for you as well. And so we'll know when  
8 the policies expire. The system's going to  
9 generate a report to us and e-mail it to certain  
10 people in the organization every day saying  
11 these companies' policies are about to expire in  
12 30 days. And it will also tell us about the  
13 ones that have expired.

14                   The ones that have expired  
15 insurance will automatically get C and D's with  
16 fines. And the ones that are coming up, and  
17 it's going to be a small list each day, you  
18 know, we'll reach out to and say, could you  
19 please get your updated insurance to us so that  
20 we don't get to a point where your policy is  
21 expired. Because once you have expired  
22 insurance, statute says you have to be shut  
23 down.

24                   MS. PIERRE: Will that be --  
25 will you be able to upload that also?

1 MR. BLACHE: Yes. You can  
2 upload anything you want. I'm going to make a  
3 menu. When you pull down --

4 MS. PIERRE: Will you still need  
5 the complete policy?

6 MR. BLACHE: PDF will be fine.  
7 I'm not harping real big on that. I like the  
8 idea of having all the requisite coverages on  
9 the certificate of insurance. Because if the  
10 agent or the broker messes up, then their  
11 general liability policy has to step in and fix  
12 that problem. So I'm not as much concerned with  
13 reading 96-page policies as I am with knowing  
14 that the coverage is bound and it's in force.

15 Yes, sir?

16 MR. ROBINSON: When will this be  
17 available so our staff can get trained on it?

18 MR. BLACHE: I'm starting that  
19 now.

20 MR. ROBINSON: Call in --

21 MR. BLACHE: No. Watch the  
22 website. On the calendar on the website I'm  
23 uploading several weeks -- real soon I'm going  
24 to be uploading over here. You watch this area.  
25 If they click that, they'll be able to see every

1 date I'm doing instructor and company updates.  
2 And I'm holding them right here on that wall  
3 over there rather than that one. And the first  
4 one we had had great turnout. We were here. We  
5 did four hours. We did 10 to 12, lunch from 12  
6 to 1, and then went to 3.

7 MS. PIERRE: Where are the dates  
8 going to be?

9 MR. BLACHE: They're going to be  
10 up here. So where you see the board meeting,  
11 every time I add something, it will show up  
12 right here. And you'll be able to click that  
13 and just expand it.

14 MR. ROBINSON: You're going to  
15 do it here?

16 MR. BLACHE: I've been doing it  
17 here. I don't have any objections with putting  
18 the show on the road. As long as I can get to  
19 an Internet connection, I can do it. So I have  
20 no problem with that. If I need to go out to  
21 Alexandria and collect people from North  
22 Louisiana at a site, I'll do it. If I need to  
23 go to Lake Charles and New Orleans, I'll do that  
24 too.

25 MS. PIERRE: So what you're

1 proposing is you'll train every company on it,  
2 is that what you're saying?

3 MR. BLACHE: Anybody from any  
4 company that they want to know how to run this  
5 system because they're going to have a hand in  
6 being an administrator of some sort, yes.

7 MS. PIERRE: Because it looks  
8 pretty easy, like, following the instructions  
9 kind of thing.

10 MR. BLACHE: It is. But it  
11 definitely takes some work. It takes some work.  
12 The instructors -- I find that the instructors  
13 catch on really quick with their piece of it, I  
14 guess, just because of the nature of what they  
15 do. Knowing how to work the roster and the  
16 guard registration form are the two most  
17 important pieces for you guys.

18 Because one of the other things  
19 we talked about and we need a decision on is  
20 something that I certainly -- a decision I  
21 certainly can make, but I would like to have  
22 input from the board is, I met with some folks  
23 from a big event company. And we had a very  
24 candid and honest conversation about the way  
25 that they use the leave-of-absence form.

1                   That form is not in our rule.  
2                   It's not in our statute. It was made up by an  
3                   employee many years ago and implemented without  
4                   any real policy around it, okay. My contention  
5                   is that a leave of absence should only exist for  
6                   my purposes if there's military deployment or  
7                   drill or documented medical leave.

8                   What the company uses the form  
9                   for is to avoid training people. So they get  
10                  somebody who's coming up, they work them for 30  
11                  days. They're coming up on the threshold of  
12                  having to train them with the first eight hours,  
13                  they leave of absence them because they haven't  
14                  gotten their training yet. And they always  
15                  blame it on -- you know, they blame it on the  
16                  employee, well, you were supposed to go get your  
17                  training and you didn't get it, so we're going  
18                  to put you on a leave of absence. And now they  
19                  can back away from the training.

20                  Those people then flow back  
21                  through six, seven, eight months later and the  
22                  same thing happens again. And this was -- I  
23                  mean, they were -- Stephanie can tell you.

24                                They admitted it, right, Stef?

25                                STEF: What's that?

1 MR. BLACHE: Talking about the  
2 leave of absence, yeah, they said that's exactly  
3 what we do it for. I mean, it's out there, so  
4 they're using it, you know. I disagree with  
5 that.

6 So from the usage of this  
7 system -- the company's side, you're really  
8 dealing with, basically, one or two major  
9 things; guard registration and then removing  
10 things from your roster. That's kind of what  
11 you do. You add people, you remove people.

12 Well, we've made that -- the  
13 removal is a couple of clicks and a hit and  
14 you're done. You don't have to do a form. You  
15 don't have to sign it. You don't have to date  
16 it. You don't have to mail it. You don't have  
17 to do any of that.

18 MS. PIERRE: So there needs to  
19 be guard training so the guards will know how to  
20 use the system when they're doing their  
21 self-certification.

22 MR. BLACHE: That part, the  
23 front side of the portal, is really pretty well  
24 done. I made the joke that one time I had a  
25 lady call me when I was at EMS. She had just

1 logged in. She actually got her account, she  
2 did everything, she was there. And she was  
3 looking at the screen, and she said, well, I  
4 don't know what to do. I'm trying to apply for  
5 my license. And I said, okay. And I said,  
6 well, have you ever bought a pair of shoes from  
7 Zappos. She said, yeah. I said, it's the same  
8 thought process. And she said, oh, click  
9 applications. I got it. Click, and hung up the  
10 phone.

11 It was just a matter of  
12 perspective for her. And that's exactly what  
13 she did. She clicked on applications and she  
14 was like, yeah, I see exactly what I need, I'm  
15 good. Had her debit card ready to roll, and  
16 that was the end of it. And we put 22,000  
17 people through that process in six months, and  
18 it was not difficult at all.

19 We did have a few people,  
20 however -- we had a couple rural people who  
21 said, well, I go to the library to use the  
22 computer, I had that. And they did, they went  
23 to the library and logged into the portal  
24 account and they applied for their license.

25 I had another guy who was

1 talking to me and he said, well, I don't have a  
2 computer and I'm not sure if I'm going to be  
3 able to do that. And then he said, hold on a  
4 second, my daughter's texting me. I said, well,  
5 guess what, log on to my portal with your phone.

6 I can do that? Yes. And he was  
7 like, oh. Pulled his truck over on the spot.  
8 He said, just stick with me for a minute. He  
9 went to the site, hit the little deal, saw it.  
10 Logged in. He was ready to roll. No problem.

11 So people adapt. They'll do all  
12 right. It's really not that --

13 MS. PIERRE: When is the  
14 rollout?

15 MR. BLACHE: The rollout is when  
16 I finish building all these bells and whistles  
17 y'all keep giving me to put in here. I'm really  
18 thinking -- I'm really thinking May 1 is what  
19 I'm thinking.

20 MS. LANDRY: Fabian, on the  
21 question on the renewals, and maybe I missed  
22 this somewhere, the company license, then, the  
23 company name will no longer be on the license?

24 MR. BLACHE: On the company  
25 license or -- yeah, it's not going to be there.

1                   When we scan it, we'll see what  
2 companies --

3                   MS. LANDRY: Okay. That was my  
4 question with the expiration date being two  
5 years. That guard might only be with you for  
6 two months.

7                   MS. PIERRE: Two weeks.

8                   MR. BLACHE: But they're not  
9 going to show up. When you remove them, they're  
10 gone.

11                  MS. LANDRY: Okay.

12                  MR. BLACHE: You see what I'm  
13 saying? So when we scan it, we'll see if  
14 they're affiliated with two, one, three, none.  
15 We'll know.

16                  MS. PIERRE: So what actually  
17 happens is it becomes the guard's license, not  
18 the company license anymore. So the guard has  
19 the ability to go from company to company or  
20 work for multiple companies if they choose to.  
21 And then we can see that they work for multiple  
22 companies, for the companies who do not do  
23 commissions like we used to call it a long time  
24 ago.

25                  MR. BLACHE: Yes. In fact, you

1 can. Because if you go in here -- I'll give you  
2 an example of that. I think I've done enough  
3 testing on one of these to have enough previous  
4 affiliations. Let's see if I can do one. Let's  
5 go to companies right here. There you go. See,  
6 those are old, like those are some we deleted  
7 and then put back, but yes. You will know from  
8 this system --

9 MS. PIERRE: That he's working  
10 for multiple companies?

11 MR. BLACHE: That's right.

12 MS. PIERRE: The other thing, I  
13 think, that probably all of us have issues with,  
14 I don't know, but guards leaving, jumping from  
15 company to company. And they may leave -- and I  
16 think some of you who've been around a long time  
17 probably know this. There used to be a rule in  
18 place, something about they had to have a  
19 clearance from a company because they were  
20 leaving companies owing them a lot of money and  
21 going to another company. You spent money on  
22 training them. They never actually worked for  
23 you, but their training has already been sent  
24 in. So now they're working for another company  
25 and they left you with the fee for the training.

1                   And there used to be something  
2                   that you could send something in saying that  
3                   that guard didn't clear with your company, still  
4                   has outstanding debt with your company.

5                   But here was the problem. On  
6                   the other side of that, companies did not go  
7                   back and clear that guard after that guard had  
8                   settled with them. So that caused a problem, so  
9                   they stopped doing it. I don't know if anybody  
10                  remembers that.

11                  MR. BLACHE: You're spot on.  
12                  There is some stuff in the rules that  
13                  specifically talk about a guard's obligation to  
14                  return equipment, uniform --

15                  MS. PIERRE: Badges.

16                  MR. BLACHE: Badges, all that  
17                  stuff. This system, as you can tell, would  
18                  allow us internally to set up an alert for that.  
19                  Like, if you called me and said, hey, Fabian,  
20                  I've got these folks that have not done X, Y, Z,  
21                  I can write a custom alert that's only seen by  
22                  us that tells us that.

23                  If that guard then shows up on  
24                  our queue and we're about to execute some sort  
25                  of a movement for them to another company, we

1 would know at this point, hey, there's something  
2 dangling out here that needs to be resolved.

3 I tell you one of the tragedies  
4 of the system we've had. How long have we had  
5 Guard Tracking? Do we know? Anybody? Ten  
6 years? Longer? Okay.

7 One of the tragedies of Guard  
8 Tracking is that on our guard screen, we don't  
9 have a phone number or an e-mail address. I  
10 cannot pull up a guard in my system and make  
11 contact with them. This system, of course, it's  
12 mandatory that they provide a valid e-mail.  
13 They won't be able to log in to a system unless  
14 they give an e-mail they have access to, in the  
15 first place. That's by design.

16 So in this system through  
17 attrition as they get in, we'll be able to have  
18 the e-mail address and the phone number and  
19 we'll be able to make that contact. Right now  
20 if I had a note in Guard Tracking that said  
21 that, I wouldn't even know how to get in touch  
22 with the guard. I'd have to actually try to  
23 pull the physical file.

24 MS. PIERRE: Yeah. Each guard  
25 will have to have an e-mail --

1 MR. BLACHE: Absolutely.

2 MS. PIERRE: Something that's  
3 usable. But that changes so quickly. They  
4 change --

5 MR. BLACHE: No, I get that.  
6 And we're aware of that. So what happens with  
7 the e-mail -- what happens with this is this,  
8 when they get here, you notice the instructions  
9 say that if this is your first time, and it will  
10 be everybody's first time, click, forgot  
11 username.

12 The reason it does that is  
13 multifold. The first thing it does is it asks  
14 them, what's your date of birth, your social,  
15 and your last name. That's how it's going to  
16 find their record that we import from the old  
17 system.

18 The next thing it's going to do  
19 when they hit lookup is it's going to say, here  
20 you are, now give us your e-mail address so we  
21 can send you your log-in information. So they  
22 won't be able to get into this system and do  
23 anything unless they provide a valid e-mail

24 MS. PIERRE: So if their  
25 e-mail changes and they need to recertify, then

1 they'll have to --

2 MR. BLACHE: They'll have to  
3 click forgot username and start all over.

4 MS. PIERRE: Because that  
5 changes as quickly as phone numbers.

6 MR. BLACHE: Absolutely. The  
7 other thing that I've done is I've made it so  
8 that the forms that they fill out overwrite  
9 their record. So if they moved from two years  
10 ago, when they do the renewal app and they put  
11 the new address in, it's going to update the  
12 record. I'm not going to have the old address  
13 and a new one on the app. It's going to all  
14 correlate. And those are features that are in  
15 there that I've turned on to make it do that  
16 deliberately because I know we have people that,  
17 for lack of a better term, are a bit transient  
18 in that regard, you know, whether it's from one  
19 apartment complex to the next or whatever the  
20 case may be.

21 Yes?

22 MS. PIERRE: It's mostly phone  
23 numbers. Phone numbers, e-mails, I don't know  
24 if everybody finds that to be a problem.

25 MR. WILLIAMS: On the

1 termination form, they usually ask you at the  
2 end of it the reason for the termination or the  
3 reason for, I guess --

4 MS. PIERRE: Right.

5 MR. WILLIAMS: So on here, if  
6 you go to click, I know you said they had to  
7 click out, click out. Is there a box on there  
8 for notes that you can actually place on there?

9 MR. BLACHE: There are places  
10 for notes. Let's talk through that for a  
11 moment. So let's assume that you gave us -- the  
12 reason that the person was terminated, it was  
13 for cause, okay. The question becomes what does  
14 the board do with that. In our state, the only  
15 thing you can ask when you're doing a background  
16 check is are they eligible for rehire.

17 MS. PIERRE: Yes or no.

18 MR. BLACHE: Right. So yes or  
19 no. So I can't do anything with that  
20 information. I mean, it is good information to  
21 know because from a licensure standpoint -- I'll  
22 give you great example. We had a young lady who  
23 had forged a check. She was given a check. It  
24 was a \$95 check, she made it for \$9,500 and  
25 cashed it. Well, that's a problem, okay? So it

1 was good to know that.

2 I think that those instances  
3 like that are few and far between and that  
4 that's just a matter of communicating with us,  
5 and then we can put notes in the system to  
6 capture things like that.

7 MS. PIERRE: Legally, what can  
8 we do with it? Absolutely nothing.

9 MR. BLACHE: Well, there's a lot  
10 that I can do with it.

11 MS. PIERRE: Okay.

12 MR. BLACHE: Suitability says  
13 that I can end that license right there on the  
14 spot. Yeah, there are things that can be done.  
15 If that's their livelihood, and they've  
16 committed a felony forgery, I can suspend that  
17 licensing immediately.

18 And then somebody who's looking  
19 them up because they walked into Mr. Sanders'  
20 shop to go work because he's running away from  
21 Marian Pierre. You know, he can say, wait, hold  
22 up. I've got to call the state board.  
23 Something's up. And we're going to always be  
24 very careful about what we put on the public  
25 side of the portal. But, yeah, the suitability

1 clauses in Title 37 give a lot of authority with  
2 respect to the maintaining of the license.

3 MS. PIERRE: 'Cause that's  
4 always been the fear, I think, sharing  
5 information about what a guard has done and  
6 somebody else picks them up and then you don't  
7 know that they've committed whatever. In  
8 between their licensing, they may have committed  
9 murder from the last time you checked on them,  
10 you know what I'm saying?

11 MR. BLACHE: Yes.

12 MS. PIERRE: We've had people  
13 that have committed something that if we didn't  
14 have a system that alerted us that they were  
15 arrested for something, they'd be calling you  
16 from jail saying, I can't come to work today,  
17 you know. And so you wouldn't know.

18 MR. ROBINSON: That happens.

19 MR. BLACHE: So that's why this  
20 whole alert badging thing is really important.  
21 You know, I tell people all the time, while we  
22 are a regulatory agency, we are a board for a  
23 reason because we are designed to be partners  
24 with industry.

25 You know, the regulation part

1 doesn't come in until stuff goes wrong. In the  
2 meantime, we're supposed to always work together  
3 to the betterment of the industry and protection  
4 of the people of the state. So anything, you  
5 know, that we can do to help corral that kind of  
6 information, make sure you're not in the dark,  
7 we'll do.

8 MS. PIERRE: I think this is  
9 going to be wonderful I think once everybody  
10 learns the system. And I think having the  
11 guards have their own license and having to pay  
12 for their own license is better for everyone. I  
13 don't know, but I think we're moving in the  
14 right direction.

15 I think we're going to get a lot  
16 of pushback from a lot of small companies who  
17 don't have the -- they don't have the ability to  
18 have either Internet services or something like  
19 that, the small mom and pop shops, and so  
20 whether or not they're going to want to or be  
21 able to go to a library, depending on how rural  
22 their area is --

23 MR. BLACHE: Well, the good  
24 thing is that the statute says that it's in a  
25 form prescribed by the board.

1                   So they'll figure it out just  
2 like the EMTs did, right, Allison?

3                   I mean, we had the same -- the  
4 same issue up North Louisiana, Kickapoo  
5 DeRidder, we had the same kind of conversations.  
6 They got it done. They got it done.

7                   So that's all I have. Any  
8 questions from any board members at all for now?  
9 No?

10                   Any questions or comments from  
11 anybody out here?

12                   AUDIENCE: What's going to be  
13 the time frame if somebody does come into your  
14 office and want to become a guard and they're  
15 not registered in the system yet, they walk in,  
16 they're not registered? From the time that you  
17 put them into the system to the time the  
18 background gets approved, when can you put them  
19 on a post? What's the time frame?

20                   MR. BLACHE: It's relative. It  
21 depends on the volume of the things coming in.  
22 I mean, the goal with the provisional background  
23 checks, you know, that part, the goal is to be  
24 able to process things within a couple of days.  
25 That's the goal.

1 I mean, if they get into the  
2 system and we see them pop up on the screen,  
3 we're going to run them through a couple of  
4 things, make sure they're okay. If the payment  
5 is already made, then that's going to be a big  
6 driver. If the payment's pending, then it's  
7 going to take as long as it takes for you guys  
8 to make a payment. But if the payment's good,  
9 we'll run them through and we'll pop out  
10 provisionals like popcorn.

11 MS. PIERRE: So we're talking  
12 about same day, next day, two days? What are we  
13 talking about?

14 MR. BLACHE: Again, it's  
15 relative. Because it depends on how much  
16 volume. It could be --

17 MS. PIERRE: Let's just say  
18 everything is done.

19 MR. BLACHE: It could be --  
20 Everything isn't done until we do our part,  
21 though. So if the payment's made --

22 MS. PIERRE: Everything is  
23 submitted.

24 MR. BLACHE: Yeah. So if they  
25 submit it and the payment -- it pops in

1 basically payment within 30 minutes. If we've  
2 got 250 of them pending on the screen, probably  
3 by the next day.

4 MS. PIERRE: So we're talking  
5 about within a 24-hour period you'll be able to  
6 put the guard to work?

7 MR. BLACHE: We should be able  
8 to just look at them and determine if there's  
9 anything that disqualifies them.

10 MS. PIERRE: So we should have  
11 an answer -- I guess companies should have an  
12 answer within a 24-hour period whether or not  
13 that guard is good to go, going to receive a  
14 temporary or not going to receive.

15 MR. BLACHE: Right. Let me show  
16 you that too. I missed one important thing. So  
17 one of the important things about that is --  
18 let's see if -- I'll go to merge templates and  
19 just show you from here.

20 Everything that we do for which  
21 is there a trigger means that there is a merge  
22 template that goes with it. Let me decide what  
23 I want to show you real quick. This is kind of  
24 an important piece, so I'll do correspondence.  
25 Merge templates.

1                   So here's an example. There is  
2 the -- okay, received. I'll do received. Let's  
3 look at this one. So I built this merge  
4 template so that the moment they submit the  
5 application they get something to tell them  
6 what's about to happen, right? And so this  
7 tells them, thank you for submitting. We're  
8 going to be looking at it. We're going to  
9 assess the information you provided, blah, blah,  
10 blah.

11                   You notice it also talks about  
12 make sure that if you've -- letting you know, if  
13 you lied on your disclosure questions, you're  
14 going to be denied. And we tell them that.

15                   And then the last part, it says,  
16 please make certain that you've provided payment  
17 or your hiring entity will do so on your behalf.  
18 Like, everybody knows what's going on, okay.

19                   Important point. If that person  
20 does that app and they pick your company, you're  
21 going to get something to say approved or  
22 denied. Because they may have picked the wrong  
23 company in the pulldown menu. They might have  
24 been trying to get with you, but they were  
25 trying to go with somebody else. And you'll

1 say, nope, not mine. Or look and say, yeah,  
2 that's my three people. And you'll have  
3 something where you click yes and you submit.

4 And then on our side it says  
5 that relationship is correct. So that's another  
6 part of that process. So that's what they get  
7 when they submit the application. There's  
8 another one -- let's see -- this is a reminder.  
9 I guess we'll do this one, okay.

10 Now this is the one that  
11 explains, hey, you got it. Now you can generate  
12 your card. If you're provisional, this is what  
13 it means. If your card and account says you're  
14 licensed, that's what it means. It tells them  
15 if you're provisional and you don't have a  
16 firearm certification and all of your training  
17 and your background isn't clear, you can't be  
18 armed yet. Sit tight. Wait a second, you know.  
19 Let's get you to that point.

20 But we tell them as provisional  
21 that you can pursue your certification. We're  
22 not telling them don't go get trained. We don't  
23 want them to mess up your training. You know,  
24 if you bring them on today and you want to get  
25 them firearm trained tomorrow, you go right

1 ahead and do that. But we're going to be  
2 working on that background check and making sure  
3 they get their first and second eight hours in  
4 before we put a gun in their hand.

5 MS. PIERRE: Within the period  
6 of time?

7 MR. BLACHE: Right. Exactly.  
8 All right. You know, it explains all that in  
9 detail. We deliberately are very clear. Under  
10 no circumstances if you're provisional should  
11 you be standing an armed post, period. You're  
12 provisional, that means you're unarmed. Once we  
13 do that, we notify them and we're good to go.

14 We also tell them in here about  
15 updating the phone numbers within seven days.  
16 And they can do that. They go -- it's like a  
17 Facebook profile. You go to your my account.  
18 Go to my profile. Change my phone number.  
19 Change my e-mail address, whatever you need to  
20 do. But they have to notify us about changes of  
21 address. And they also have to notify us if  
22 they have an intervening arrest as well.

23 Because while we may not  
24 necessarily disable their license pending  
25 outcome of the event, because an arrest is not a

1 conviction --

2 MS. PIERRE: That's right.

3 MR. BLACHE: -- we do want in  
4 some instances to make sure we have internal  
5 flags on that stuff so we know what we're  
6 tracking. So when that record comes up -- we  
7 might get something in the mail and it's  
8 certified minutes. We want to make sure that  
9 when we pull up the account we know, okay, this  
10 is one that, you know, we're waiting on  
11 something on or something that we need to  
12 update.

13 So each moment something  
14 happens, there's going to be a merged template  
15 for it. So if somebody goes from .40 caliber to  
16 .38 because they went to work for a different  
17 company, well, it will say, your certification  
18 has been changed to a .38 caliber. Be mindful  
19 that the only caliber that you can carry while  
20 working, you know, in this capacity is a .38  
21 caliber weapon or a 357 with .38 caliber  
22 bullets. Exactly what it says in the rule. So  
23 we don't get this, oh, I didn't know stuff going  
24 on.

25 MS. PIERRE: One other question,

1 and I don't know if this happens anywhere else,  
2 but it happens a lot with people taking their --  
3 they'll come and apply for a job. They've had  
4 their firearms training but they haven't had  
5 their first and second eight hours.

6 MR. BLACHE: Right.

7 MS. PIERRE: So when they put  
8 this in the system, they have their firearm  
9 training, let's just say they're within the 30  
10 days of having -- 30 days hasn't expired for  
11 their first eight hours of classroom or the  
12 second hasn't expired for the 60.

13 MR. BLACHE: Okay. Right.

14 MS. PIERRE: So then what  
15 happens is that -- will they be licensed as an  
16 armed guard?

17 MR. BLACHE: Huh-uh.

18 MS. PIERRE: Not until they've  
19 completed those last two pieces.

20 MR. BLACHE: Because the first  
21 thing we're going to do is we're going to see  
22 the --

23 MS. PIERRE: So even though  
24 they're --

25 MR. BLACHE: We're going to see

1 the request for the arm, but we're going to look  
2 for the first and second eight hours. And  
3 you'll know it too because you're going to be  
4 able to see the training transcript.

5 Yes?

6 AUDIENCE: In making this  
7 transition to the officers being responsible for  
8 their own license, bringing up training, will  
9 the officer then be responsible to pay the late  
10 fee if they don't get their training in time or  
11 will the company still be paying that?

12 MR. BLACHE: So there's some  
13 ambiguity in our rule about that, okay. It was  
14 even ambiguous about with the trainers, like,  
15 who was responsible for the late training? Is  
16 it the company? Is it the -- you know, that's a  
17 other Ricki Lake Show that I want to address by  
18 completely rewriting the statute and the rules  
19 to match the new workflows, but I don't have a  
20 great answer for you yet. I'm going to have to  
21 look at it deeper and figure that out.

22 Probably the smart and prudent  
23 thing for us to do is get this started, which 90  
24 percent of it is better than the way it was.  
25 Write some policies around that that will govern

1 what the board is going to require in that  
2 regard. And then use that in the policies to be  
3 the basis of the new rule and statutory stuff.  
4 That would be the most likely approach to that.

5 Because once you implement -- in  
6 any industry when you implement technology, it  
7 flies in the face of your existing legislation.  
8 It always does. It's always better. So nobody  
9 complains about it. If it messes things up,  
10 that's a different story. That's a great  
11 question.

12 AUDIENCE: Well, because the  
13 timing is tied to employment, it kind of puts  
14 the responsibility on the employee, which is  
15 fine, but I mean just as the layperson knowing  
16 it, seeing the transition to the responsibility  
17 to the guard it could be, hey, you don't get  
18 your provisional until your training is done,  
19 guard. Do it and then you can go and apply.

20 MR. BLACHE: Right.

21 He was one of my first students,  
22 by the way.

23 MS. PIERRE: I think the prudent  
24 process for that is, if it is the guard's  
25 license, it is the guard's responsibility. And

1 I think the board will probably consider  
2 something along those lines because now they can  
3 go to work for anybody, not just you. So why  
4 hold just you responsible if they're late or  
5 whatever.

6 That's should be a fine that's  
7 assessed to them, and maybe it should be that  
8 they can't move forward until those fines are  
9 paid because now you can't work until you've  
10 paid your fines, since it's their license.

11 AUDIENCE: Same as EMTs. They  
12 have to go to school before they can go work for  
13 an ambulance company.

14 MR. BLACHE: That's exactly  
15 right. And you notice I'm grafting a lot of  
16 this off of that because it works and it makes  
17 sense. The only difference between our industry  
18 and EMTs is that we'll compare -- we'll try to  
19 make apples, apples here.

20 The firearm certification is a  
21 one-year certification on an anniversary date.  
22 The national registry certification that the  
23 EMTs have to have to be licensed to do that  
24 stuff is exactly on the same licensure date. So  
25 those two things they sunset at the same time.

1 Texas has a two-year firearm  
2 certification, for example. It would be great  
3 if we implemented a two-year firearm  
4 certification. You would adjust the cost  
5 accordingly, right, so it's not a revenue drain  
6 on the trainers and such. But what you do is  
7 you make it so it's two years, and it follows  
8 the same cycle. And then it all matters up  
9 together. That would be the ideal scenario.

10 I didn't even proffer that  
11 thought because I didn't want to go there yet.  
12 But that is the five-year plan, basically.

13 MS. PIERRE: Thank you very much  
14 for the information. It's a lot for us to take  
15 in, but I think everybody's probably on board  
16 liking what they're seeing. We just have to  
17 make some adjustments as we just talked about  
18 and find out how the fines and fees are going to  
19 go.

20 And does anybody else have any  
21 questions? Any questions or comments from the  
22 audience?

23 Any questions from the board  
24 members? We have no questions, then I move to  
25 adjourn.

1 We have new business?

2 MR. BLACHE: Wait. We've got to  
3 pick a date.

4 MS. PIERRE: We've got to pick a  
5 date for the next meeting, okay.

6 MR. BLACHE: We need to pick a  
7 date in June as late in the month as possible so  
8 that we have time to finish out the budget cycle  
9 and plan for the next one and get that ready  
10 because we approve the budget at the June . . .

11 MS. PIERRE: As late as we can  
12 in that month?

13 MR. BLACHE: In June, yeah. So  
14 the last two Fridays in June, I think, are the  
15 23rd and the 30th, but it doesn't have to be on  
16 a Friday. It can be any day you really want.  
17 But I just wanted to throw that out there as you  
18 guys deliberate the date.

19 (Discussion by board members.)

20 MS. PIERRE: It looks like June  
21 28th.

22 MR. BLACHE: One other thing  
23 before we close, and this is because Adrienne  
24 was just making me aware of something we  
25 probably need to vote on. This is pretty simple

1 but it's hard to articulate.

2 So we don't have legal authority  
3 as the board from my side of it to gain access  
4 to expungement information, which is a hindrance  
5 to us being able to reconcile the changes in the  
6 law that will allow certain people to carry  
7 firearms now that couldn't previously.

8 In addition to that, there's six  
9 crimes of violence on the 40 crimes -- well, six  
10 crimes on the 40 crimes list that are now  
11 eligible to carry weapons, which means that  
12 those people would then be able to be considered  
13 to work in the industry armed as well.

14 So the motion would be, in  
15 essence, that the board authorizes me to work  
16 with legal to develop legislation that would  
17 allow us to gain access to the expungement  
18 information so that we can make reasonable  
19 determinations about the ability for someone to  
20 function in the industry in the armed capacity  
21 from those two classifications.

22 MS. AUCOIN: The issue being we  
23 need to develop some kind of policy so that we  
24 can start rearming individuals. If we can do it  
25 without access to expungement information,

1 that's fine. But we need to make sure that if  
2 we need that authorization that we put the bill  
3 before the legislature this session, if  
4 possible.

5                   And with the passage of the  
6 revised expungement statutes on this past  
7 session, we do have six -- I think it's six or  
8 seven crimes of violence that are now eligible  
9 to be expunged after ten years have passed after  
10 you completed your sentence. You have to show  
11 proof of your employment and things like that.

12                   Well, those crimes are still  
13 disqualifiers under your statutes. So now a  
14 person who's convicted of aggravated battery  
15 could technically get an expungement if they  
16 meet certain qualifications. If you don't have  
17 access to expunged information, you as the board  
18 don't know that that person has that conviction  
19 and you may be giving a license to a person who  
20 is actually disqualified under the law.

21                   So that may be something that we  
22 need to address so you're not licensing people  
23 who maybe shouldn't be licensed.

24                   MS. PIERRE: But, Adrienne, how  
25 do you propose we do that?

1 MS. AUCOIN: The bill itself or  
2 give us the authorization?

3 MS. PIERRE: I know we can give  
4 you the authorization. But then to get the bill  
5 before the legislatures and get them to pass it  
6 at this legislative session so it can go into  
7 effect?

8 MS. AUCOIN: As long as we can  
9 find an author. I mean, I can draft  
10 something.

11 MS. PIERRE: You shouldn't have  
12 a problem finding an author.

13 MS. AUCOIN: Yeah. Or a  
14 representative or senator to carry it. Like I  
15 said, this is something that may need to be  
16 done. As I'm listening, you know, piecing  
17 together everything. So if we need it we just  
18 need the ability to do it now because the  
19 session will start before your next meeting.

20 MS. PIERRE: Okay. Let's make a  
21 motion that we authorize you to have the ability  
22 to proceed with that process.

23 MR. WILLIAMS: I second.

24 MS. PIERRE: Fabian, can you  
25 keep us posted?

1                   There was a first and there was  
2 second.

3                   So everybody in favor?

4                   BOARD MEMBERS JOINTLY: Aye.

5                   MS. PIERRE: So let me ask you  
6 this question: Can you make sure that you get  
7 back with us and let us know where we are with  
8 that?

9                   If you have any problems with  
10 getting any legislators to support it, I think  
11 we'd be able to probably help you in that  
12 area.

13                   MR. BLACHE: You can rest  
14 assured, I will. I mean, once we have a draft,  
15 you'll see it. And then once we tag somebody  
16 with it, you'll know. And if we have an issue,  
17 you'll know. Absolutely.

18                   MS. PIERRE: Sounds good to me.

19                   MR. ROBINSON: Old business?  
20 New business?

21                   MS. PIERRE: Any old or new  
22 business that we have to take care of?

23                   MS. LANDRY: I'd like to bring  
24 up something. And as far as, Marian, you being  
25 the chairwoman of the board, I think if you're

1 going to continue to be the chairwoman or -- we  
2 need to do it properly because the board has to  
3 officially elect you as chair.

4 MS. PIERRE: That's fine.

5 MS. LANDRY: Because right now  
6 you would be considered chair pro tem. So I  
7 think that you would have -- you would need to  
8 be nominated by a person on the board and then  
9 voted on.

10 MS. PIERRE: That's fine. I  
11 think we should do that.

12 MR. ROBINSON: I nominate --

13 MR. RIVERS: I think in all  
14 fairness to the new board member that maybe we  
15 should discuss this and have the election at the  
16 next meeting since we had no knowledge of having  
17 an election on the chairman today.

18 MR. ECHEGOYEN: Plus we're  
19 missing a person.

20 MS. PIERRE: Well, we have a  
21 quorum.

22 MR. RIVERS: I just don't think  
23 it's fair to a member who I don't think she has  
24 knowledge of any of us at this time.

25 MR. BLACHE: So you're saying

1 because she's new to the board she doesn't know  
2 anybody, okay.

3 Mr. RIVERS: Correct. I don't  
4 think it's fair to ask her to vote.

5 MS. LANDRY: Would there be  
6 another person that would want to be nominated?

7 MS. PIERRE: I have no idea  
8 until somebody nominates them.

9 MS. LANDRY: Right.

10 MS. PIERRE: Why don't we tackle  
11 this at the next meeting, and then we can take  
12 that up at the next meeting and do a vote at  
13 that time?

14 Is everybody in agreement?

15 MS. LANDRY: I think that's  
16 a good idea.

17 MS. PIERRE: Okay. Let's do.  
18 Thank you.

19 MR. WILLIAMS: Second the  
20 motion.

21 MS. PIERRE: Thank you.  
22 It's been first and second.  
23 It's been moved.

24 Everybody say aye?

25 MR. ECHEGOYEN: Aye.

1 MS. LANDRY: Aye.

2 MR. ROBINSON: Questions from  
3 the public?

4 MS. PIERRE: I think we've  
5 already addressed that.

6 MR. BLACHE: I think so.

7 MS. PIERRE: Then I make a  
8 motion that this meeting be adjourned.

9 MR. WILLIAMS: Second.

10 (Meeting concluded at 11:37  
11 a.m.)

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I, Kimberly L. Gibney,

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1 relationship, direct or indirect, between a  
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6 the parties herein, nor am I otherwise  
7 interested in the outcome of this matter.

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